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## ENGINEERING OFFICE ASSISTANT

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### **DEFINITION**

Under general supervision performs a variety of administrative, technical and clerical work involved in specialized engineering work and performs other work as required.

### **DISTINGUISHING FEATURES**

Positions in this class perform highly responsible administrative, technical and clerical work within specialized engineering areas such as civil engineering or electric utility engineering. Work in the class is distinguished from that of higher classes by the level of administrative responsibilities performed. Work in the class is distinguished from that of lower classes by the involvement in administrative and technical work and by the specialized environment in which the incumbent is required to work.

**EXAMPLES OF DUTIES** (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

1. Performs responsible and difficult administrative, technical, and clerical work and routine clerical work for an engineering office.
2. Performs difficult and technical typing, document production and data organization through the use of a variety of office equipment including typewriters and computers.
3. Prepares a variety of materials from written or oral instructions or transcription equipment including correspondence, reports, charts, spreadsheets and statistical data that may be complex, technical and/or sensitive; composes routine correspondence or prepares draft documents for review; prepares and/or updates project schedules. (Selected positions involve taking and transcribing dictation).
4. Establishes and maintains complex, accurate, and confidential files and record keeping systems, including computer databases and spreadsheets; maintains inventories and orders supplies; maintains manuals and updates resource materials; copies, collates and distributes information; opens, sorts and distributes mail.
5. Answers telephones and receives visitors; schedules appointments, maintains calendars and arranges and coordinates meetings and events.
6. Provides information, routes inquiries, resolves complaints and interprets and explains policies and procedures and ensures the appropriate distribution and release of confidential or sensitive information.
7. Assists in the development of administrative procedures; coordinates collection and dissemination of paperwork for construction projects, utility pole activity history, etc.
8. Collects and reviews information and prepares various reports and summaries.
9. Performs complex arithmetic calculations; may coordinate departmental or division payroll and/or accounts payable; may perform various departmental or division limited accounting functions.
10. Trains and coaches users on system applications and databases.
11. May assist in division budget preparation and administration.
12. May prepare or revise maps and drawings of utility systems.
13. May update and maintain engineering records from completed work orders.
14. May provide lead direction, training and evaluation of clerical employees.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience**

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

**Education:** Graduation from high school.

**Experience:** Three years of highly responsible clerical experience involving public contact, telephones, record keeping, file maintenance, databases, word processing, spreadsheets, data entry, advanced level computerized document production and records retention work and some administrative work. Experience in an engineering environment is desirable, but not required.

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**EMPLOYMENT STANDARDS** (continuation)

Knowledge

Knowledge of modern office practices and procedures; modern office equipment including computers; filing, indexing and cross-referencing methods; correct English usage, spelling, grammar and punctuation; business letter writing and report preparation; various document formats and presentations including complex statistical formats. Working knowledge of engineering principles and practices, and methods and materials used in construction of utility facilities is desirable.

Ability

Ability to perform complex technical clerical work with speed and accuracy; perform routine administrative and accounting functions with speed and accuracy; effectively operate a variety of modern office equipment including computers, word and data processing equipment and related software; interpret and apply established City policies, procedures and codes; interpret and analyze information; prepare complex records and reports; perform complex arithmetic calculations; work effectively under pressure and with frequent interruptions; use initiative and exercise independent judgment; establish and maintain accurate records; communicate effectively; utilize technical engineering terminology; establish and maintain effective working relationships with employees and the general public and supervise, train and evaluate assigned staff.

Typing Skill

Ability to type from clear printed copy at a speed of 50 net words per minute. Selected positions may require a lower typing proficiency.

Shorthand Skill

Selected positions require the ability to take and transcribe dictation.

Other Requirements

Selected positions require possession of a valid California Driver's License and a satisfactory driving record as a condition of initial and continued employment.

CL: Human Resources Department  
6-28-02